How NetApp Drove 9x Adoption with People Analytics



How NetApp transformed fragmented HR reporting into a trusted source of truth, driving a 9x increase in data adoption and business impact.

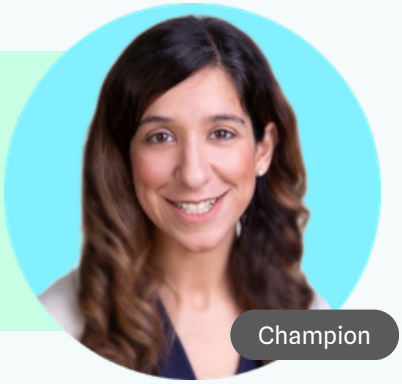
About NetApp

INDUSTRY

Data Infrastructure

COMPANY SIZE

11, 700 employees



Manisha Bajaj

Director of Workforce Analytics

NetApp

For more than three decades, NetApp has helped the world's leading organizations navigate change – from the rise of enterprise storage to the intelligent era defined by data and AI. Today, NetApp is the Intelligent Data Infrastructure company, helping customers turn data into a catalyst for innovation, resilience, and growth.

As NetApp expanded its focus on data-driven decision making, the People Analytics team recognized an opportunity to strengthen how workforce insights informed the business. While critical data lived across platforms like SuccessFactors, Eightfold, and others, each serving its purpose, they were not yet connected in a way that supported a complete, enterprise-wide view of the workforce.

The Challenge

Without a single source of truth, the People Analytics team was caught in a cycle of manual, time-consuming reporting that undermined their credibility.

"Despite having multiple analytics tools, including One Model, Visier, Power BI, and Tableau, all analysis ultimately took place in Excel," explained **Manisha Bajaj, Director of Workforce Analytics at NetApp.** "Reporting was inconsistent, often relying on manual reports from a shared drive that was infrequently refreshed. It was impossible to get a unified view of the workforce."

The team knew a change was essential. They weren't just looking for a new tool; they were looking for a transformational partner. Their decision wasn't just to get a People Analytics platform but to choose which of their existing tools to keep.

> We needed a solution that could integrate our diverse HR systems, provide scalable data and insights to stakeholders, and offer advanced capabilities for the future, One Model was the clear choice."
>
> —Manisha Bajaj, Director of Workforce Analytics, NetApp

The Solution

The Journey from Report Pullers to Valued Partners

With a mandate to create a single source of truth, the newly-formed analytics team embarked on a mission to not only centralize their data but to win the hearts and minds of the entire organization.

"When I started, I heard a lot from HR business partners that leaders were frustrated by how inaccessible data was," recalled Camille, a People Analytics Consultant. "This wasn't just a frustration; it undermined our team's credibility." The team adopted a product mindset, starting with a simple but powerful strategy: listen to the users, solve their most pressing problems, and build trust through relentless execution.

Their first target was the cumbersome, manual reporting process that plagued the organization. T he Talent Acquisition (TA) report, for example, was a weekly nightmare. "It required one person to pull four to six reports from SuccessFactors every Monday, then spend the entire day stitching and connecting the data, creating the report, and manually emailing it to over 130 stakeholders," Bajaj explained.

The team replaced this process with a dynamic One Model dashboard, providing daily refreshes and rich visualizations. They didn't stop there. They systematically tackled other "heavy hitters"—headcount, service anniversaries, terminations, and compensation reports—transforming them from static files into interactive, self-service dashboards.

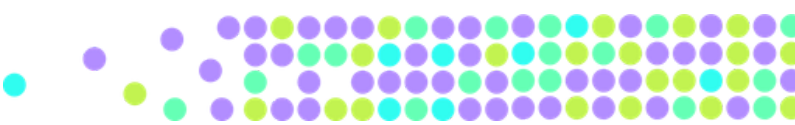
Building a Movement Through Enablement and Trust

Technology was only half the battle. The team knew that driving adoption was critical for success. They launched a comprehensive enablement campaign, holding listening sessions and creating dedicated feedback channels to understand user needs.

"We built a reputation on our 'say/do' ratio," Bajaj noted. "If we promised a feature, we delivered it. And we weren't just adding things because we thought they were cool; we were solving real problems our stakeholders were facing." This commitment to listening and delivering paid off. Trust in the data grew exponentially. "Over time, we reached a point where if there was a discrepancy, people were more likely to question the source system data than the data in One Model," said Bajaj.

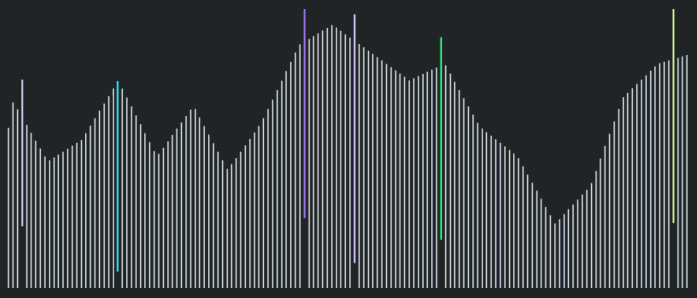
The results were staggering. In just over two years, the team drove a **9x increase in platform usage**, from 10,000 to over 90,000 dashboard views.

"We've seen a complete shift," Camille said. "It went from leaders complaining about data accessibility to them now actively using the data to make strategic organizational design decisions around things like span of control and layers."



The Results

Driving Measurable Impact



With a foundation of trusted data and an engaged user base, the People Analytics team was finally freed from the hamster wheel of manual reporting. They could now focus on high-impact, strategic analysis that drove tangible business outcomes.

- **Smarter Budgeting**: By analyzing workforce planning data in One Model, the team helped the company avoid costly overspending and additional budget requests.
- **Improved Employee Experience**: A new dashboard integrating data from their global giving platform, Benevity, provided unprecedented visibility into charitable activities, leading to a 150% increase in employee contributions.
- **Enhanced Workplace Collaboration**: Data-driven insights into office attendance helped leaders better understand workplace patterns, contributing to a 40% increase in in-office visits (from 50% to 90%).

“HR data is valuable, but it’s even more powerful when tied to business data,” said Bajaj. “One Model allows us to do that. It’s people data for a better experience, better decision-making, and better business outcomes.”

What's Next: The Future Is Intelligent

Today, NetApp's People Analytics team is a recognized strategic partner to the business.

Their journey from data chaos to data clarity has fundamentally changed how the organization views and uses people data.

They continue to innovate, currently working to consolidate dashboards into a unified hub for leaders and exploring One AI to unlock even deeper, predictive insights. "One Model is powerful because it serves both our end-users and our analytics team," Bajaj concluded. "It provides a simple, visual interface for our HR and business partners, while also offering the advanced data exploration our analysts need to drag, drop, and quickly get to new insights."

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About One Model



One Model pioneered people data orchestration and developed flexible predictive models that empower large and rapidly growing companies to unlock transformative insights and implement data-driven workforce strategies. Our platform is purpose-built to alleviate technical burdens for data scientists, engineers, and HR leaders, offering the most flexible and secure solution available today.

Committed to ethical data practices, we uphold the highest standards of security, privacy, and transparency—providing confidence in every decision powered by One Model.

Founded in 2014 by workforce analytics veterans Chris Butler, David Wilson, and Matthew Wilton, One Model was born from decades of industry expertise. The founders began their journey at Infohrm (later acquired by SuccessFactors and then SAP), where they witnessed the significant challenges organizations faced in assembling complex HR data and turning it into actionable insights. This experience inspired them to build One Model with a clear mission: **Make an organization's most complex data accessible and valuable.**

At One Model, we believe people are your company's most valuable asset. By systematically enabling better people decisions, we help organizations unlock their full potential. Our pre-built, highly customizable platform empowers business leaders to effortlessly access and analyze workforce data, rapidly generate strategic insights, enhance the effectiveness of their people leaders, and achieve measurable financial results.

Discover how we can help your organization thrive at onemodel.co.

Ready to learn more about One Model's People Analytics platform?

Scan to schedule a demo today: